

Goals of the TISM Program

The overall goal is to provide specialized services to meet the needs of the State of Michigan workforce who may experience a traumatic incident at work.

Pre-Incident Services:

- ♦ Educate employees, managers and union leadership about TISM services.
- ♦ Recruit and train traumatic incident response team members.

Post-Incident Services:

- ♦ Consult, assess and coordinate appropriate services.
- ♦ Help reduce the harmful effects of long term stress.
- ♦ Validate and normalize acute stress reactions.
- ♦ Accelerate the recovery process.
- ♦ Teach appropriate coping strategies.
- ♦ Provide referral and follow-up services as appropriate.
- ♦ Help return employees and the worksite to normal functioning.

For information on the TISM Program or to consult about or request services contact the Department Coordinator or the State TISM Coordinator

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State TISM Coordinator
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or

Your Department Coordinator

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EMPLOYEE SERVICE PROGRAM

TRAUMATIC INCIDENT STRESS MANAGEMENT PROGRAM

FOR

STATE OF MICHIGAN EMPLOYEES

**800-521-1377
517-373-7630**

**Visit our web site:
www.michigan.gov/esp**

WHAT IS THE TISM PROGRAM?

The TISM Program provides comprehensive statewide support services to state employees who are impacted by traumatic situations related to the workplace.

Under the leadership of the Employee Service Program, a certified traumatic incident stress management team provides assessment and interventions to assist employees in the aftermath of traumatic incidents. Services may include consultation, on-site support, group services such as defusing or debriefing sessions, and referral and follow-up.

Assessing the need and determining the level of services to be provided is handled by ESP staff and specially trained Department Coordinators. They are also responsible for recruiting and training TISM team members and providing pre-incident education to departmental worksites.

TRAUMATIC INCIDENTS AND TRAUMATIC INCIDENT STRESS

Generally a **Traumatic Incident** is sudden, unexpected, and short in duration. Events such as violence, suicide, homicidal or accidental death or serious injury at the workplace are examples of traumatic events. The definition is sometimes broadened to include departmental downsizing and grief related concerns.

Traumatic Incident Stress is the normal reaction of individuals to an abnormal situation such as those previously identified. Our usual coping mechanisms are overloaded. We feel overwhelmed and may experience intense physical, cognitive, emotional and behavioral symptoms. Without intervention these symptoms may be prolonged and impair functioning and impact work performance.

POSSIBLE ACUTE REACTIONS TO A TRAUMATIC INCIDENT

Cognitive Responses:

- | | |
|---------------|-----------------------------|
| ◆ Confusion | ◆ Replaying the event |
| ◆ Nightmares | ◆ Poor concentration |
| ◆ Flashbacks | ◆ Difficulty with decisions |
| ◆ Poor memory | ◆ Disorientation |

Physical Responses:

- | | |
|-------------|------------------------|
| ◆ Chills | ◆ Muscle aches |
| ◆ Nausea | ◆ Chest pain |
| ◆ Fatigue | ◆ Change in heart rate |
| ◆ Headaches | ◆ Dizziness |

Emotional Responses:

- | | |
|------------|-----------------------|
| ◆ Guilt | ◆ Grief/Despair |
| ◆ Numbness | ◆ Depression/Sadness |
| ◆ Anger | ◆ Helplessness |
| ◆ Fear | ◆ Overwhelmed/Drained |

Behavioral Responses:

- | | |
|-------------------|----------------------|
| ◆ Crying | ◆ Anger outbursts |
| ◆ Withdrawal | ◆ Sleep problems |
| ◆ Restlessness | ◆ Isolation |
| ◆ Clinging | ◆ Alcohol/drug abuse |
| ◆ Self medication | ◆ Excessive time off |

TRAUMATIC INCIDENT STRESS MANAGEMENT SERVICES

☒ What TISM is:

- A continuum of specialized individual and group services.
- Confidential and voluntary.
- Group or individual services to assist employees who were involved in a traumatic event.
- An opportunity for employees to process the facts, thoughts, & reactions they experienced and to learn appropriate coping skills.
- A method to reduce the long-term effects of Critical Incident Stress and accelerate recovery.

☒ What TISM is not:

- A form of psychotherapy.
- An operational critique or any type of investigation of employees or the worksite.

☒ Who should participate:

- Employees who witnessed or responded to the traumatic event, for example, those who viewed sights and sounds that are considered to be beyond normal daily experiences.